

City & Guilds Password Recovery



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Password Recovery

The purpose of this document is to guide a user though the forgotten password process for in SmartScreen.

There are two ways in which a user can do this. The first being a self-service option. The user uses the forgotten password link on the SmartScreen website, and follows the on screen instructions.

The other being where a user with Administration rights can log on and to SmartScreen to manually change the password. This would be particularly helpful should a Learner forget their password.

Password Recovery – Self-service

To use this method, the user must ensure that the email address being used to log on with is valid.

1. Log on to <u>http://mathsandenglish.smartscreen.co.uk</u>. Ensure the login is **valid** to the user.

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Education and Training	learners and assessors of City & G qualifications. High quality suppor materials provide complementary	uilds' t	
Business Skills	support to entire teaching and lea experience	rning	
Maths and English	TUTORS	LEARNERS	SUBSCRIBE
Apprenticeships	Designed to simplify delivery and boost learner success, SmartScreen is our online portal for tutors,	SmartScreen helps you prepare for your assessments by giving you access to online support to resources	Subscribing to SmartScreen is easy via the Walled Garden. For a nominal annual fee per level per qualification you are able to access unit specific

2. Select Forgotten Password.



3. Complete the required fields and select **Search**.

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The following message will appear. An email will be sent to the users account.

City Pa	Search all courses	P
	email	Login
	forgotten pass	sword
contains easy instructions to confirm and complete this password change. If yo	een sent to you. ou continue to have difficulty, please contact the site administrator.	
I you supplied a correct username or email address then an email should have of t contains easy instructions to confirm and complete this password change. If yo	een sent to you. ou continue to have difficulty, please contact the site administrator.	NUE
If you supplied a correct username or email address then an email should have by It contains easy instructions to confirm and complete this password change. If yo	een sent to you. ou continue to have difficulty, please contact the site administrator.	NUE
I you supplied a correct userhame or email address then an email should have by it contains easy instructions to confirm and complete this password change. If yo	een sent to you. nu continue to have difficulty, please contact the site administrator.	NUE

4. The user must check their email and follow the instructions.

Extra line (breaks in this message were removed.
om:	C Dty & Gulds Smartscreen (moreply@smartscreen.co.ulc)
8	A Former
c ubject:	SmartScreen: Change password confirmation
HIA,	
Someone	(probably you) has requested a new password for your account on 'SmartScreen'.
To confirm	n this and have a new password sent to you via email, go to the following web address:
http://ma	thsandenglish.smartscreen.co.uk/login/forgot_password.php?p=JUSpPSM3GtnDNAW&s=A.former5%40cityandguildsinstitute.com
In most m	all programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.
If you nee	d help, please contact the site administrator,
City & Gui	lds SmartScreen

5. Once the user follows the instructions contained in the email, a new password will be sent to them, as shown below.

Coulds SmartScreen email Login Thank you for confirming the change of password. An email containing your new password has been sent to your address at damaines@cityandguildsinstitute.com. The new password was automatically generated - you might like to change your password to something easier to remember. CONTINUE			Search all courses
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	The new password was automatically generated - you might like to change your pas	sword to something easier to reme	ember.

Password Recovery – Manual

To use this method, the user must ensure that the email address being used to log on with is valid.

1. Log on to <u>http://mathsandenglish.smartscreen.co.uk</u>. Ensure the login is **valid** to the user.

Home			forgotten password
PORTEOLIOS		10 100	
Construction	WELCOME TO SMARTSCREEN		The let
Building Services Engineering	SmartScreen provides online teac	thing	A
Education and Training	and learning support for tutors, learners and assessors of City & G qualifications. High quality suppor materials provide complementary	uilds' rt	N N
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Matha and English	TUTORS	LEARNERS	SUBSCRIBE
maths and English			
Apprenticeships	Designed to simplify delivery and	SmartScreen helps you prepare for	Subscribing to SmartScreen is easy
Apprenticeships	Designed to simplify delivery and boost learner success, SmartScreen is our online portal for futors,	SmartScreen helps you prepare for your assessments by giving you access to online support to resources for your guidifications which beau	Subscribing to SmartScreen is easy via the Walled Garden. For a nominal annual fee per level per qualification you are able to accept unit aposition

2. Select Centre Admin tab.

Cuilds Strict CS		EADMIN REPORTS LOGOUT
RCCIN FLACES Thursday 95 September +	<section-header><section-header><section-header><text><section-header><text><text><text><text><text></text></text></text></text></text></section-header></text></section-header></section-header></section-header>	BARATOSAEM PERSON CONTRACTOR TOTAL
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3. Select Users tab.

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		Contact Us About Us Legal How to use SmartStreen FAQs	

4. Select user from list.

Centre admin		Lieor Adv	Distant	lion				
		User Au	ninisuai	aon				
Subscriptions		Click the butto	on below to a	create a new user within your centre.				
	- 1	ADD A NEW	USER					
Self-Registration		Below are all o	of the users	within your centre. You can amend th	eir data by cli	king on th	e edit icon.	
		First name	Sumame	Email address	City/town	Country	Last access	Action
		abc	abc	abc@abc.com	abc	AD	20 days 20 hours	1
		Тетір	Access	tempaccount@smartscreen.co.uk	London	GB.	18 hours 37 mins	1
		Centre	Admin	benpe@smartscreen.co.uk	London	C8	16 mins 24 secs	1
		George	Becker	gogbek@aol.com	Santa Rosa	US	104 days 19 hours	1
		bob	bob	bab@bab.com	bob	DZ.	26 days	
		Dave	Cartwright	daveca@inactive.ac.vk	Shrewsbury	GÐ	11 days 23 hours	1
		Nick	Clifford	trial1@cityandguilds.com	Truro	68	21 days 19 hours	1
		Nick	Clifford	trial123@cityandguilds.com	Thuro	G8	Never	. 0
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				Page: 1 2 3 4 5 6	7 8 9 (Next)		

5. Select pencil icon to edit user.

Centre admin User Administration User Click the buton below to create a new user within your centre. Subscriptions Click the buton below to create a new user within your centre. SelfRegistration Below are all of the varser within your centre. You can amend their data by clicking on the edit icon. First name Summer Email editers Cliphown Country Last access
Subscriptions Click the button below to create a new user within your centre. ARD A INSTRUMENT Below are all of the users within your centre. You can amond their data by clicking on the edit kon. First name Sumame Email edites Cliphown County Last access
SellRegistation Below are all of the users within your centre. You can amend their data by clicking on the edit icon. Flink name Summane Email address City/hown Country Last access
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bob bob@bob.com bob DZ 26 days
Dave Cartwright daveca@inactive.ac.uk Shrewsbury GB 11 days 23 hour
Nick Cilford trial1@cityandgulds.com Truro GB 21 days 19 hour
Nick Clifford trial123glctyandguilds.com Truro GB Never
Nina Cooper nina cooper@cityandguids.com London GB Never
kim dayle kim.dayle@cityandguilds.com London GB Never

6. Enter a new password

Users There are required fields in this form marked * Subscriptions General
Bell Registration Username " Indextman must be a valid and address will become the indifiable from into basis Username " Indifiable from into basis Intervalid address will become the indifiable from into basis Rev password @ Intervalid address into basis Intervalid address will become the intervalid address will be interv

7. Select Save Changes.

Sentre admin Usen Subscriptions Gr	There are required fields in this form
Ub Bell Registration He Fi Fi So Fi So So	a valid email address (bit email address with become t

Tell the amended user what the new password has been changed to.

*Note: A user whose details are used to purchase products cannot change their User ID/email address.

*Note: For a SAP administrator the details must be amended in SAP first.